



Regionalization

Status and Future Plans

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Agenda

- ***Regionalization Objectives***
- ***HROC/CSU Responsibilities***
- ***Deployment Status***
- ***Technology Future***
- ***Performance Metrics***
- ***Human Resources News Items***
- ***Panel Discussion***



ionalization Objectives

- ***DoD Objective*** -- Same or better service, at lower cost, with same or improved customer satisfaction.
- ***DLA Objective*** -- Cost and quality competitive service with comprehensive customer feedback, continual improvement, and cutting edge technology.



REGIONALIZATION:

Who Does

What?

HROC

- Staffing
- Processing
- Benefits
- Specified Workforce Development
- Systems
- OPF Maintenance

CSU

- Mgmt Advice
- Classification
- Workforce Development
- Employee Relations
- Labor Relations



HR Responsibilities: Classification

HROC

- **Application of new standards**
- **Agency Job Guidelines (AJGs)**
- **Position Description Library**

CSU

- **Desk Audits**
- **Position Descriptions**
- **Reorganizations**
- **Position Management**
- **Job Re-engineering**



HR Responsibilities: Labor/Employee

HROC

- **Process Awards**
- **Workers' Comp**
 - **Process claims**
 - **File maintenance**
- **Drug Testing**
- **Administer
Benefits
Programs**

Relations

- **Performance
Mgmt**
- **Workers' Comp**
 - **Case management**
 - **Light Duty**
 - **Job re-engineering**
- **Drug Testing**
- **Labor Relations**
- **Discipline/adverse
actions &
grievances**



HR Responsibilities: Workforce Development

HROC

- **Administer DLA Training System**
- **Administer common interest programs**
- **Maintain records**
- **DAU/Service School Quota/Fund Admin**
- **Analysis & Reporting**

CSU

- **Advise/assist w/IDPs**
 - **Budget/funding**
 - **Monitor Accomplishment**
- **Oversee/coordinate input of reqmts/completions**
- **Trng Needs Surveys**
- **PLFA Training Plan**
- **Local functional trng & “local uniques”**



HR Responsibilities:

Staffing

HROC

- **Develop/validate crediting plans**
- **Announce vacancies**
- **Receive applications, rate, rank, refer**
- **Process reorgs**
- **Conduct RIF**
- **Administer PPP**

CSU

- **Review 52s**
- **Advice to Mgmt**
- **Coordinate selection process**
- **Local outreach**
- **Supplement RIF Team @ HROC**



HR Responsibilities: Processing & Benefits

HROC

- **Call Center/CSU Liaison**
- **Processing**
 - Health & Life Insurance
 - Thrift Savings Plan (TSP)
 - All personnel actions
 - Retirement
- **Death Benefits**
- **OPF Maintenance**





DCMC Sites Deployment Schedule

Site	Regional Evaluation	Work Transfer
DCMDW	6/98	10/98
DCMDE	8/98	11/98
HQ & DCMDI	12/98	4/99

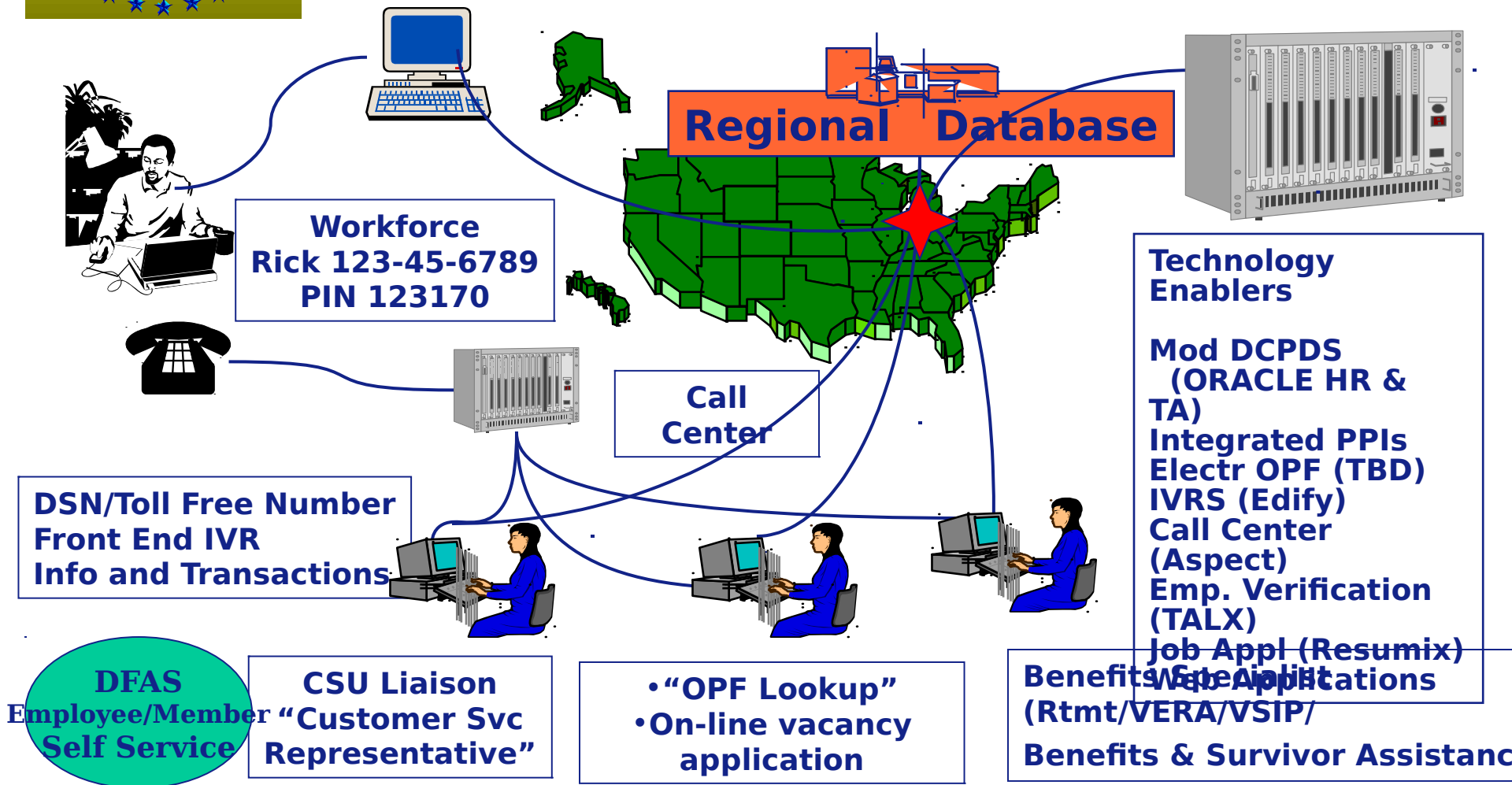


Deployment Status

- **DCMDW transfer completed 10/25**
- **DCMDE Transfer completed 11/22**
- **DCMDW Legacy Electronic OPF (EOPF) is being supported via input from HROC**
- **Year-end VERA/VSIP Success Story**



DLA's Future Employee Self-Service Model





DLA's Future Manager Self-Service Model

**DLA Manager
SSN/PIN**

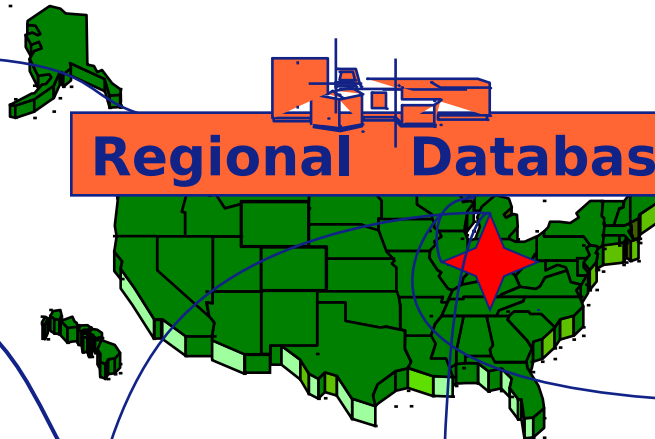


**On-site
HR Staff
Advice**



**Technology
Platform
Mod DCPDS
(ORACLE HR &
TA)
Integrated PPIs
Electr OPF (TBD)
Call Center
(Aspect)
Staffing (Resumix)**

Regional Database



**Call
Center**



**CSU Liaison
"Customer Svc
Representative"**

- Personnel Action Requests (e.g., SF-52)
- Position Classification, (e.g., PD Library)
- Staffing Services
- Decision Spt Systems
- On-line Reports



**Personnel Services
Processing &
performance metrics**

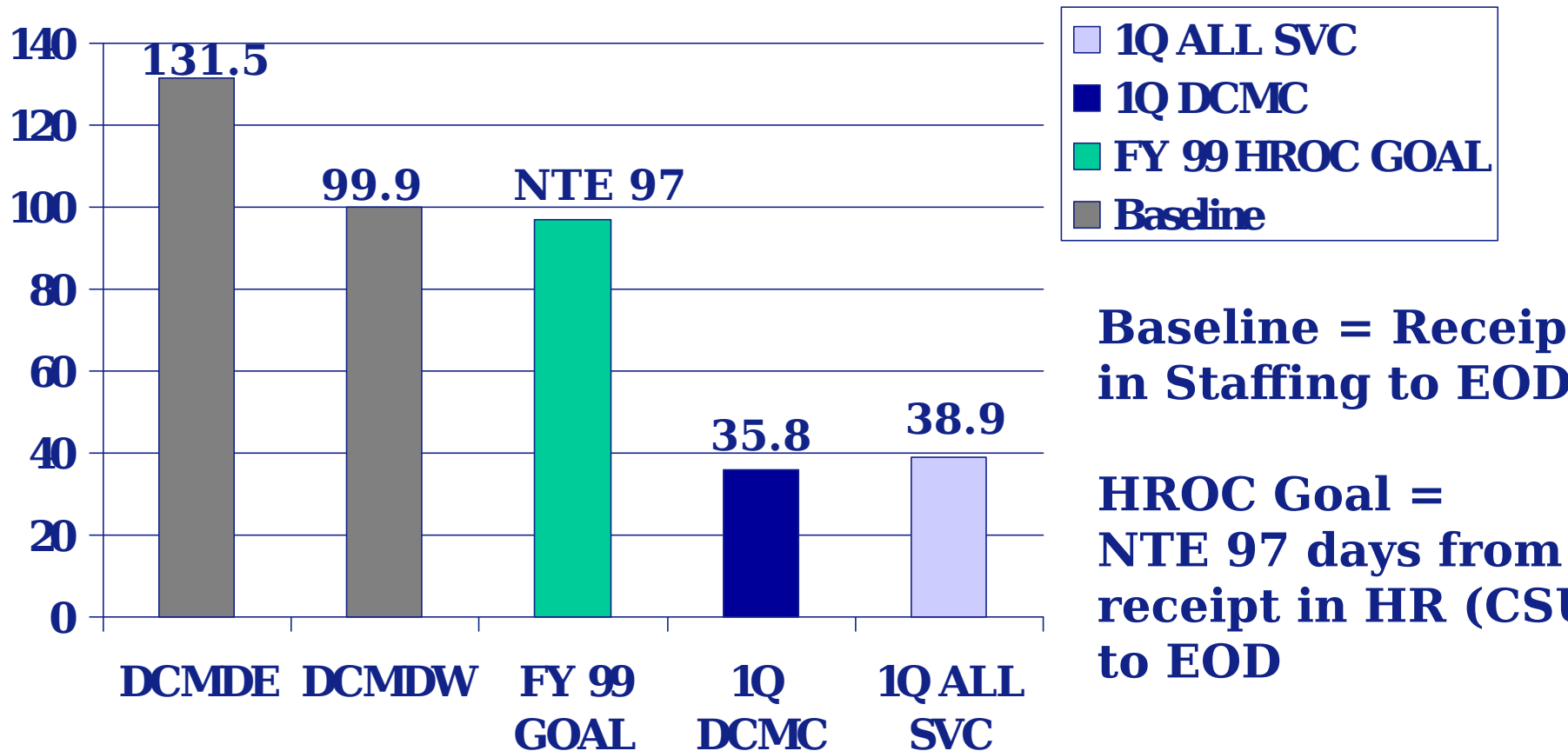
**Staffing Services
Referral list
generation**



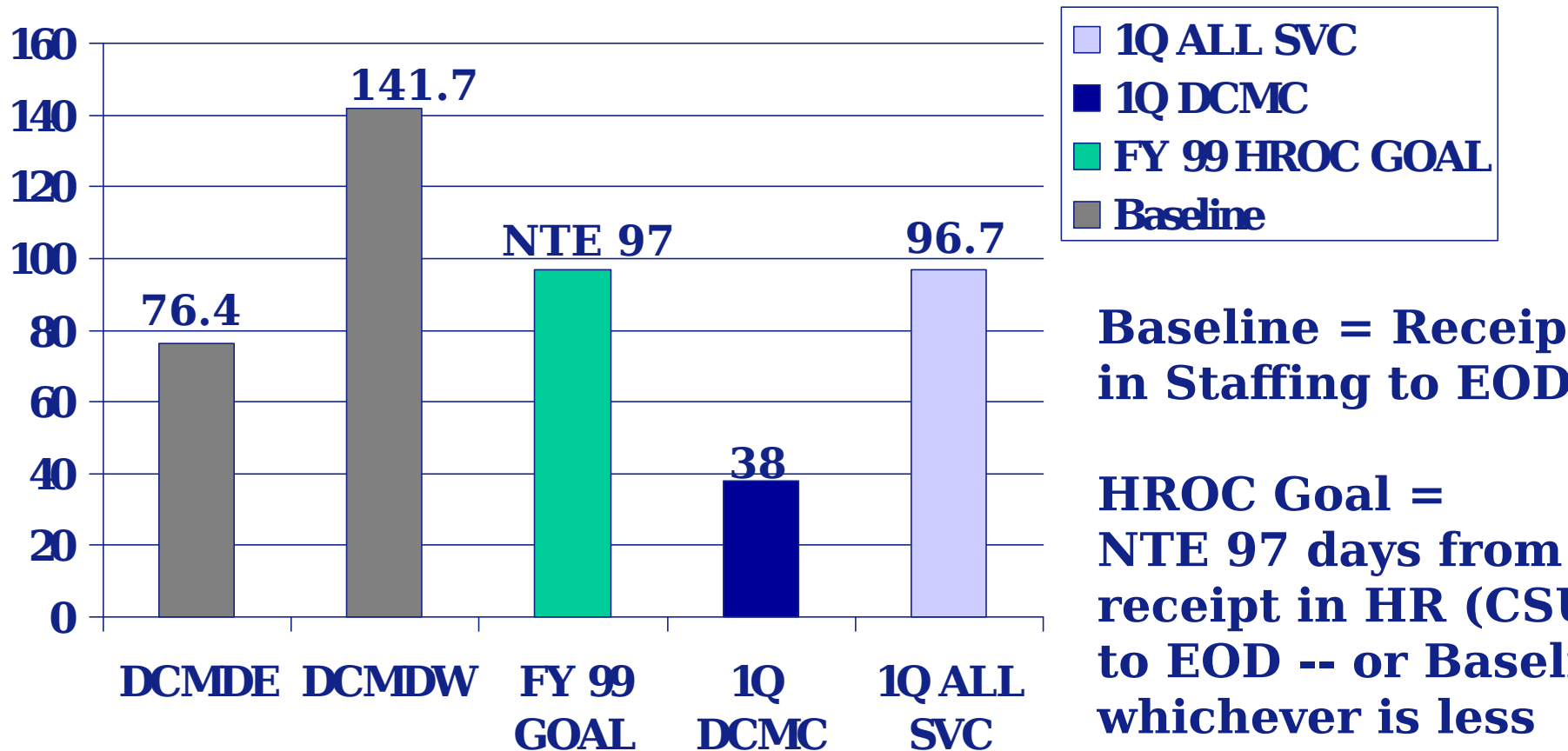
Customer Focused ~~Metrics~~

- **DLA baseline defines goals:**
 - **CSU actual**
 - **DLA aggregate**
- **HROC Objective performance is:**
 - **CSU performance if better than aggregate**
 - **Plus enhanced service through technology**
- **Seeking customer input to identify value added measures**
- **Monthly reporting to serviced Activities and Business Areas**

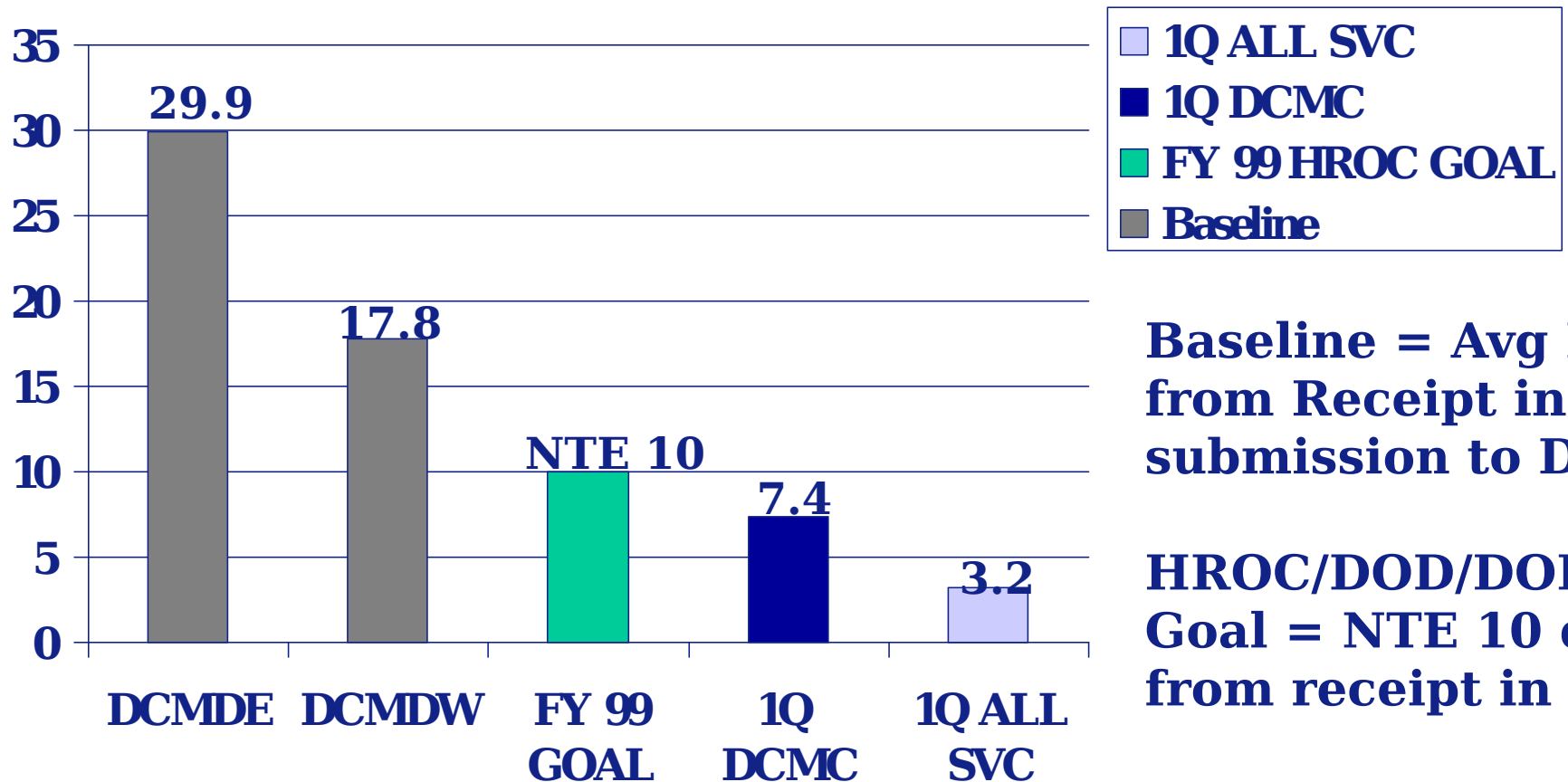
Staffing - External Fill



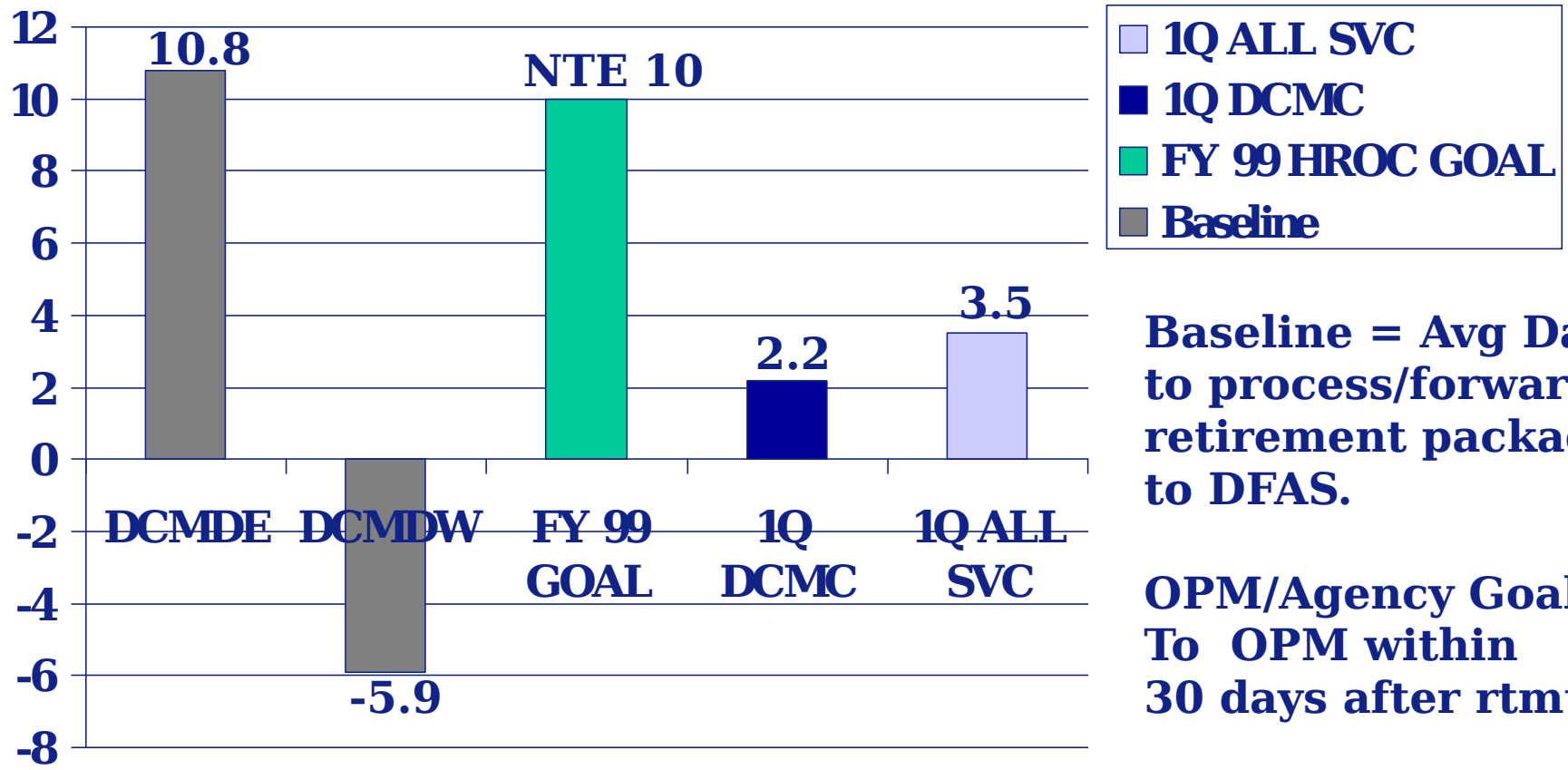
Staffing - Internal Fill



Workers' Compensation



Retirement Processing



Note: DCMDW pre-regionalization practice was to submit package to DFAS in advance of retirement.

Baseline = Avg Days to process/forward retirement package to DFAS.

OPM/Agency Goal = To OPM within 30 days after rtmt date.

HROC Goal = NTE 10 days after rtmt date.



OVERSEAS SERVICING:

Who Does

What?

HROC

- Staffing
- Processing
- Benefits (includes overseas entitlements)
- Specified Workforce Development
- Systems
- OPF Maintenance

CSU

- Mgmt Advice
- Classification
- Workforce Development
- Employee Relations
- Labor Relations

NOTE:

DCMDI servicing transfers to HROC on 4/25/99- all other overseas servicing transfers NLT 9/30/99



Federal Employees' Group Life Insurance (FEGLI)

- PL 105-311 - Federal Employees' Life Insurance Improvement Act, October 30, 1998
- Expanded Options
- Open Season
 - April 24 - June 30, 1999
 - Elections effective April 1, 2000
- Pamphlet and Booklet will be sent directly to employees



Fair Labor Standards Act (FLSA)

- Union grievances over FLSA exemption status in process at:
 - 10+ DCMDW Subordinate activities (All GS-9 and above)
 - DISC (All GS-9 and above, except professionals)
 - DSCC (S-1670-9/11, GS-1910-11)
 - 1 DCMDE activity (8 employees)
- Discussion initiated at DSCP
- 4 cases in DCMDW are proceeding to arbitration



Supervisory Training

- DCMC chartered CAH to develop and deliver supervisory training
- DCMC and CAH currently validating:
 - best delivery approach
 - priority and coverage of training
 - delivery timeline



Changes to High Grade Program

- Revised DoD guidance (September 98)
- Aggregate DLA target based on comparison of high grades and number of professional, administrative, and technical positions
- DLA Business Area targets approved by Deputy Director
- 12/98 actual: 504; FY99 target: 499; FY00 target: 463
- Target reviewed/adjusted annually, as appropriate

Panel Discussion